

COT MEETING MINUTES

COMMISSION ON TECHNOLOGY

Friday, November 18, 2016

10:00 AM - 11:30 AM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

CONFERENCE ROOM 119

Conference Number: 602-452-3288

Meeting ID: 111816#

MEMBERS PRESENT

John Pelander, *Chair*
Michael Baumstark
Raymond Billotte
Michael Brown (*Samuel Thumma, proxy*)
Bennett Evan Cooper
Christopher Hale (*Michael Pollard, proxy*)
Michael Jeanes
Gary Krcmarik
John Lucas*
Ronald Overholt*
John Rezzo
Tivo Romero*
Roxanne Song Ong
Christopher Staring*
Virlynn Tinnell*

GUESTS

Alexis Allen, *Tempe Muni Court*
Carla Boatner, *Chandler Muni Court*
Cristina Dinchak, *Chandler Muni Court*
Lester Godsey, *Mesa City IT*
John Hudson, *Gilbert Muni Court*
Joseph Olcavage, *Scottsdale Muni Court*
Jamie Ross, *Courthouse News Svc*
Matt Tafoya, *Mesa Muni Court*
Paul Thomas, *Mesa Muni Court/CACC*
Adam Walterson, *Gilbert Muni Court*
Connie Williams, *Mesa Muni Court*

MEMBERS ABSENT

James Conlogue
Paul J. Faith

AOC STAFF

Stewart Bruner, *ITD*
David Byers, *Exec Office*
Cathy Clarich, *CSD*
Summer Dalton, *CSD*
Karl Heckart, *ITD/TAC*
Patrick McGrath, *CSD*
Kat Nguyen, *ITD*
Pam Peet, *ITD*
Marcus Reinkensmeyer, *CSD*

* indicates appeared by telephone

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WELCOME AND OPENING REMARKS

Hon. John Pelander, Chair

Vice Chief Justice John Pelander, Chair, called the Commission on Technology (COT) meeting to order just after 10:00 a.m. He called the roll of members at the table and on the phone. Staff confirmed that a quorum existed.

Justice Pelander informed members of meeting dates for next year and summarized discussions from the recent court leadership conference held in Flagstaff. He pointed out that the 64 recommendations in the “Justice for All” report along with proposed civil justice reforms dominated conversation at the conference. Both will have eventual implications on court automation, but the magnitude of that impact cannot be determined yet.

The chair then called members’ attention to the minutes from the September 9, 2016 meeting.

MOTION

A motion was made and seconded to approve the minutes of the September 9, 2016 Commission on Technology meeting as written. The motion passed unanimously.

TECH 16-24

E-COURT SERVICES UPDATE

Mr. Marcus Reinkensmeyer

Mr. Marcus Reinkensmeyer, AOC Court Services Director, acknowledged the recent work of Summer Dalton and various local court resources before surveying the various eCourt products currently making their way into production around the state. He reviewed the online citation payment pilot now underway at Apache Junction Municipal Court, the transition of AZTurboCourt from PayPal to a central payment portal operated by nCourt, hyperlinking capability being added for appellate court filings, and e-filing form changes related to the recent civil rules restyling effort.

Marcus brought members up to date with the eUniversa pilot for civil case filings in Yavapai Superior Court and the plan to expand it to Mohave Superior Court in January 2017. eBench, a vital prerequisite for e-filing, now has 47 judicial units trained with a plan in place to expand use to the other rural superior court locations over the next year. The ingestion of documents into eBench is proving time consuming, but AOC is investigating methods for processing multiple courts simultaneously. eAccess is proving to be a very complex product due to Supreme Court Rule 123 access protections that must be built into it. Marcus showed various screens that customers will eventually use to locate and purchase documents within the application. He mentioned that nCourt is also being adopted by various limited jurisdiction (LJ) courts for pre-adjudication payments and noted that AOC is providing some case data in batch to fuel it but it is not integrated with AZTEC.

Various members asked questions about e-filing document searchability, the e-service adoption rate, the relationship of “O-Auth” technology to e-document hyperlinking, impact of OLCF on existing court contracts with payment vendors, reasons for back-filing slowness with eBench in Mohave, and what could be done to increase filings by attorneys in Yavapai Superior Court.

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The chair stated that steps need to be taken to increase the rate of e-service usage. He added an explanation of the long development process associated with eAccess and the need for embedded hyperlink functionality at the appellate courts.

CACC PROJECT MONITORING APPROACH

Hon. Michael Pollard

Judge Michael Pollard, chair of the Court Automation Coordinating Committee (CACC), referred to ACJA 1-109(A)(9) and historic practices as the context for his discussion about appropriate long-term project monitoring by the subcommittee. He conveyed CACC's current emphasis on communication among project managers about project dependencies and indicated that over time, the input received from project managers has dwindled to include only statewide projects and items specifically referred to CACC by COT. High impact local projects, like RFR replacement in Maricopa Superior Court Clerk's Office, have fallen off the radar. Judge Pollard then displayed a mapping of major projects to COT priority categories that CACC proposes to review between now and the COT annual meeting. He asked for input from members about the detail of review that should be performed, how wide a net to cast on local projects, and how many dependencies to track.

Members discussed the requests and recommended that a small work group be created to address some principles to guide project monitoring. Mike Baumstark, Virlynn Tinnell, Ray Billotte, Gary Krcmarik, Roxanne Song Ong, and Karl Heckart all volunteered to serve on this work group and recommend principles back to the COT for CACC to use as guidance.

MESA'S EXCEPTION CASE MANAGEMENT SYSTEM PROGRESS

Hon. Matt Tafoya
Paul Thomas

The Honorable Matt Tafoya, Mesa Municipal Court Presiding Judge, provided the context for the presentation as a condition of the exception granted to Mesa two years ago. He praised the high degree of coordination among the court, City IT, and AOC. Court Administrator Paul Thomas reviewed the implementation and subsequent development priorities following the court's July 5, 2015, go-live date. Completion of the remaining statewide interfaces became Mesa's number one development priority in July 2016. As a result, the protective order repository interface is scheduled to enter production following local training for staff and judges by December 5. The completion date for FARE is not as firm because of the retirement of Mesa's primary resource and need to periodically reserve AOC resources to perform testing activities with Mesa. Paul reminded members that the code changes made in the case management system (CMS) will be shared with Tempe as a provision of the inter-governmental agreement between the two courts.

TECHNOLOGY & CYBERSECURITY UPDATE

Karl Heckart

Karl provided a briefing on various technology elements affecting the courts around the state including, Windows operating system updates, Exchange e-mail upgrade and movement to the cloud, addition of anti-malware/anti-ransomware software to better protect court PCs, movement of department-related data out of network drives and into SharePoint for improved management. He updated members on the progress of statewide rollouts underway with the AJACS LJ CMS and JOLTSaz.

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Karl then turned his attention to projects related to recommendations in “Justice for All.” He mentioned a statewide, automated notification system fed by statewide CMSs to a cloud provider for which a request for proposals is being constructed at the moment. In relation to the recommendation about a release decisions report, a decision must be made about expanding the use of JWI to LJ courts or expanding adult probation responsibilities to include courts of non-record. He briefly described a product that allows online resolution of court cases for certain case types that is being investigated.

Proposed AJCA 1-507 technical changes were approved by the Arizona Judicial Council (AJC) but the certification reductions for technical personnel maintaining electronic records environments were subsequently denied. Karl summarized paths to certification and the options AOC is pursuing to facilitate court technical personnel becoming certified to meet the requirements.

Karl then summarized what was learned from the security standards gap analysis effort performed in the wake of approval of the standards by AJC in June. Cybersecurity subcommittee members were generally pleased with the gap results. The largest area of gaps uncovered related to courts having all their technology services provided by a local municipality. Discussions are underway with those courts and local IT leaders. AOC is in the process of scanning all courts attached to AJIN and returning results to their leadership. The subcommittee is devising a process for delivering an annual security report to COT based on those scans, likely at the annual meeting.

CALL TO THE PUBLIC

Hon. John Pelander

After hearing no further discussion from members or the public, the chair reminded members of the next meeting on Thursday, February 2, 2017. A motion to adjourn was made and passed at 11:40 a.m.

Upcoming Meetings:

February 2, 2017	AOC – Conference Room 119
June 1, 2017	AOC – Conference Room 119 (Annual Meeting)

MEETING ADJOURNED

11:40 AM